benchmarks laid down by TRAI for various parameters through quarterly performance monitoring reports. TRAI also undertakes audit and assessment of quality of service and assessment of customer satisfaction through survey by independent agencies.

3. TRAI has issued several orders and directions relating to tariff termination of service provision of Value Added Service to protect the interest of customers.

4. TRAI has also issued the Telecom Unsolicited Commercial Communications Regulations to address customers' concern relating to telemarketing telephone calls/SMSs. Under these regulations a National Do Not Call (NDNC) registry has been established. Customers who do not wish to get unsolicited commercial communications can register the telephone numbers with the registry through their service providers.

5. TRAI has a process of consumer education on various aspects of telecommunication service through regional workshops organized by TRAI and also by Consumers Advocacy Groups registered with TRAI.

(c) The total number of complaints received by the Department of Telecom against MTNL, BSNL and private mobile phone operators during the last three years regarding faulty bills including inflated bills are given below:

Period	No. of complaints
July, 2006 – June, 2007	123
July, 2007 - June, 2008	212
July, 2008 - June, 2009	57

(d) As per latest Performance Monitoring Report (PMR) for quarter ending March 2009 by TRAI, all the mobile phone operators have resolved all the billing related complaints within the benchmark period of 4 weeks.

(e) As per the Quality of Service (Code of Practice for metering and Billing Accuracy), Regulation 2006 dated 21.03.2006, the metering and billing system of all service providers are being audited annually through any one of the Auditors in the panel notified by the TRAI. The service providers have to file audited report with TRAI by 30th June of every year and the action taken reports on the observations of the auditors have to be filed by 30th September of every year. This Audit of Metering and Billing System has enabled service providers to have a control on billing inaccuracies.

Broadband facilities to rural areas

2129. SHRI RAJEEV CHANDRASEKHAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the present broadband penetration in India stands at a meagre 2.6 per cent with even lower figure for rural areas;

(b) whether BSNL with over 73 per cent of the available optical fiber route KM network has more than 32000 of its telephone exchanges connected by fiber;

(c) if so, whether the wireless technology can deliver broadband facilities to rural areas from these fiber terminal exchanges; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) As on 31 May, 2009, about 64 lakh broadband connections including about 3 lakh rural broadband connections have been provided in the country. BSNL has provided 3 lakh rural broadband connections out of a total of about 1.04 crore Rural Direct Exchange Lines (RDELs) representing the penetration of about 2.9% in rural areas.

(b) to (d) Yes, Sir. For delivering broadband facilities in rural areas, BSNL has planned to provide Broadband connectivity in 63,000 Rural Common Service Centres covering 7863 Rural Blocks through WiMAX and 3G(GSM) technologies using optical fibre network in a phased manner. BSNL has also planned to build a capacity of about 32.9 lakh connections on 3G network having broadband capabilities.

Telecom network expansion contract

2130. SHRI RAJEEV CHANDRASEKHAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government has cautioned the BSNL on the security related aspects of awarding telecom network expansion contracts to China based Huawei;

(b) whether the Government has insisted on testing the equipment made by Huawei for trap doors, black boxes and malwares;

(c) whether Government is also insisting on tests for susceptibility of Huawei equipments to remote hacking; and

(d) if so, where the matter stands at present and by when a decision is likely to be taken thereon?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) to (d) Sir, the tenders for procurement of 93 million lines for GSM equipment was floated by the four zones of BSNL on 01.05.2008. The tenders were further divided into four parts as detailed below:—

(i) Part I for 2G elements, Core and VAS elements.

(ii) Part II for 3G elements.

(iii) Part III for infrastructure items.

(iv) Part IV for operation and billing sub-systems.